State of Michigan Single Sign On

Single Sign-On (SSO) for Applications

User Guide
October 2008

Contents

Introduction

Overview

SSO is the State Single Sign-On application. This system allows users to sign on one time to gain access to any and all of the secure applications to which they are entitled. It's as easy as one, two, three:

(1) Register for an SSO Account:
First, you go to the SSO web site and register for a user account. Then SSO sends in your request and grants you access to the system. You receive an e-mail to notify you of your new access privilege and your first (temporary) password.

(2) Configure your SSO Account:
When you first log in to SSO, you will be asked to change the password you were given to a different one of your choosing. You will also answer several easy "Challenge Questions" (such as the name of your favorite sports team). These answers will be used by the program if it ever needs to verify your identity in order to re-establish access.

(3) Subscribe to Applications:
You will then be able to click the "Subscribe to Applications" link to select the specific application(s) in which you need to work. SSO sends a message to the appropriate administrator of the individual application, who grants you access and assigns you a role (e.g. user, manager, administrator, etc.). Within a day or two you will receive another email to inform you of your new user status.

Using SSO:
After these initial steps to establish your user accounts, subsequent daily use of the system is simple. Just log into SSO one time with your single password, and click the link for any of your assigned applications from the list of those you've subscribed to.

You can change your password, some personal information, and challenge responses at any time through the account maintenance screen.

Extra Information

Unlike some sign-on systems (such as UARS), SSO works with .Net applications. If you have already used UARS, SSO will seem similar. Even if you haven't used UARS, SSO will quickly become familiar.
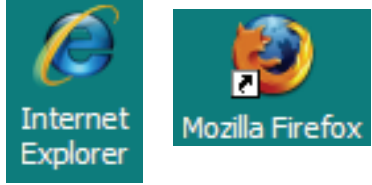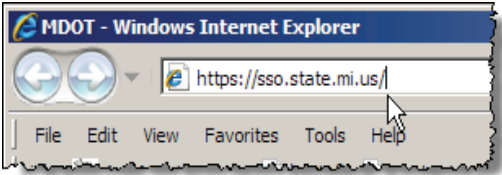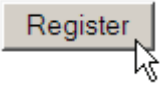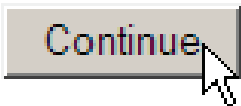
1. Registering for an SSO Account
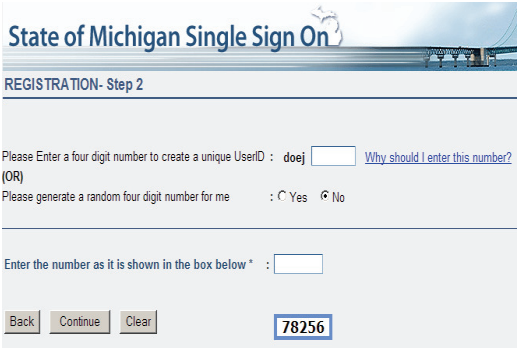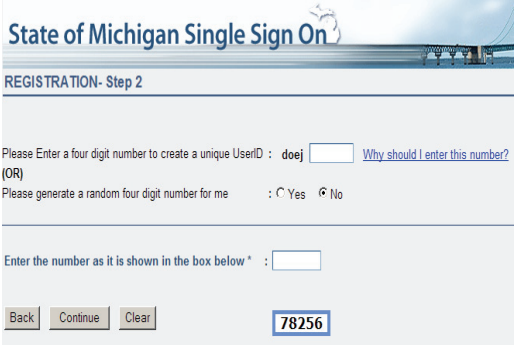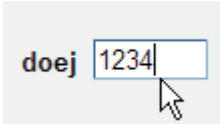
SSO Registration
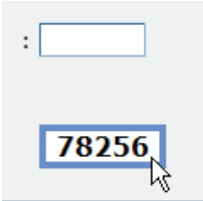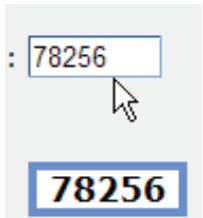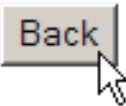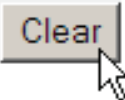
To use the Single Sign On system, you must first create a user account by registering. The table below explains how.

STEPS
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2
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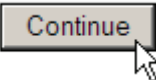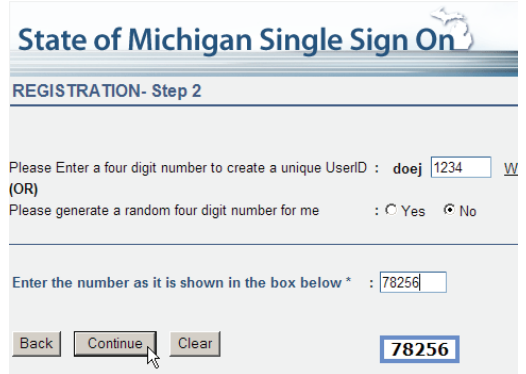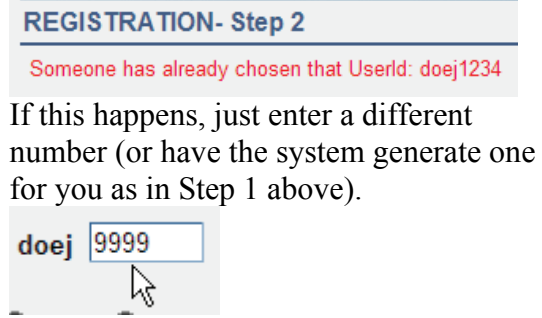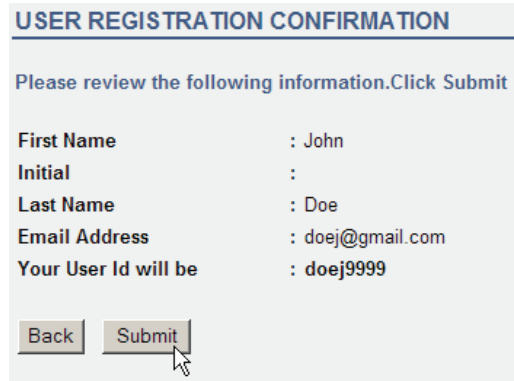
SSO Registration		
Step	**Action**	**Illustration**
1	Click to open your web browser. Internet Explorer version 6.x or higher is recommended for SSO. Recent versions of Mozilla Firefox should also work.	
2	Enter the address below and click to go to the SSO sign-in page. https://sso.state.mi.us/	
3	Select the **Register** button from the State of Michigan Portal Page. Users must register for a SSO userID before they can subscribe to individual applications.	

SSO Registration		
Step	**Action**	**Illustration**
4	Complete the requested information. First Name Last Name and E-mail Address are required. State of Michigan (SOM) employees **must** use their "@michigan.gov" e-mail address.	 Note: Within the SSO system, an asterisk (*) indicates an entry that is *required*.
5	Click on the **Continue** button. 	
6	The Single Sign-On (SSO) system determines if the applicant is a State of Michigan employee or an external (Internet) user by the email address used for registration. **Remember:** State of Michigan employees *must* use their "@michigan.gov" e-mail address.	
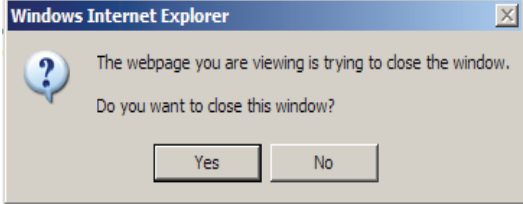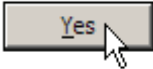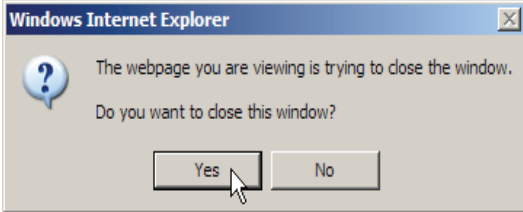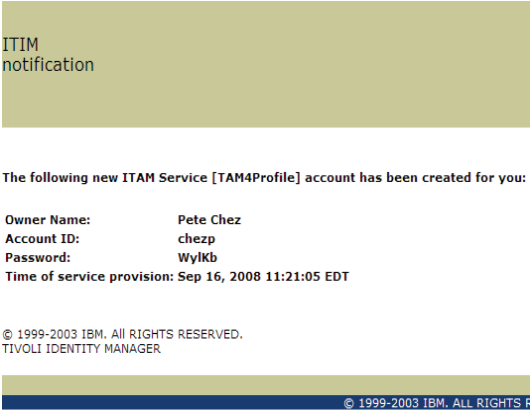
SSO Registration		
Step	**Action**	**Illustration**
7	Non State of Michigan employees must create a unique userID. The system will combine your last name, the first initial of your first name, and the four-digit number you enter (or a four-digit number generated for you), e.g., "doej1234."	 State of Michigan (SOM) employees will not see this screen. SOM employees will keep the User ID already assigned to them for access to the SOM network and email system. If you are a SOM employee, skip to step 14.
8	On the **Registration Step 2** page, you can either: A: Enter a 4-digit number in the top white box (next to your last name and first initial that the system has placed there by default) **OR** B. Leave the box blank and select the **Yes** radio button next to	 *See Next Page* ⟹

SSO Registration		
Step	**Action**	**Illustration**
	the question asking if you'd like the system to generate a number for you instead.	(OR) Please generate a random four digit number for me : : **doej** [ ] : ⦿Yes ○ No
9	Copy the computer-generated security number shown in the blue-bordered box at the bottom, into the empty white box above it.	: [ ] **78256** : [78256] **78256**
e **i**	**Extra Information**: This security measure ensures that a real person is looking at and completing the form. That way, hackers, pranksters, or web bots cannot rapidly auto-generate IDs and flood the state system.	
10	If you need to make any changes, you can use the Back button to go to a previous step. Or use the Clear button to clear your entries on this page.	Back Clear

SSO Registration		
Step	**Action**	**Illustration**
11	Click **Continue** to complete the creation of your unique user ID.	
12	If someone has already used the same name and number combination, you will have to choose another by repeating the steps above.	If this happens, just enter a different number (or have the system generate one for you as in Step 1 above).
13	When you have successfully created your unique user ID, you will be taken to the confirmation page.	
14	All registrants, whether state employees or not, will see the Registration Confirmation screen.	

SSO Registration		
Step	**Action**	**Illustration**
15	Verify the accuracy of your information. If anything needs to be changed, click **Back** and make revisions. **OR** If everything is correct, click **Submit.**	**State of Michigan Single Sign On** USER REGISTRATION CONFIRMATION Please review the following information.Click Submit First Name : Pete Initial : Last Name : Chez Email Address : chezp@michigan.gov Your User Id will be : chezp Back Submit
16	After you click Submit, SSO tells you that your request is being processed and you can expect a reply within 24 hours. An e-mail will let you know that your account has been created and will provide you with a temporary password. **State of Michigan Single Sign On** Your request to be registered to the Michigan Web Site is being processed. You will receive an Email within 24 hours with your usercode and password. Close	
	Extra Information: Usually your automated e-mail notification will arrive much faster than the 24 hours mentioned—within minutes in most cases. SSO responds almost instantly. However limiting conditions may slow the e-mail's arrival across the network.	
17	Click the **Close** button. Close	**State of Michigan Single Sign On** Your request to be registered to the Michigan Web Site is being proc hours with your usercode and password. Close

SSO Registration		
Step	**Action**	**Illustration**
18	For security reasons, the browser should be closed after the registration process. SSO does this automatically. The browser verifies that you wish to close the window.	
19	Click **Yes**. 	
20	In a short while, you should receive a notification message in your e-mail inbox. This message indicates your successful registration and provides a temporary password.	

2. Configuring Your SSO Account

Overview

Configuring your SSO account is performed only the first time you log in after receiving your user ID and temporary password via e-mail.

The initial set-up of your SSO account involves only three tasks:
(1) Logging in
(2) Changing your temporary password
(3) Answering the Challenge Questions

As mentioned in the introduction, the challenge questions provide a means of verifying your identity, if needed, to re-enable access to the system. At the same time your private answers prevent anyone else from impersonating you and using your system account.

First Time Log In

After successful registration for SSO access, you will receive an email with a temporary password and a log-in link you can use to configure your new account. This message is sent to the email address you entered when you registered.

ITIM
notification

The following new ITAM Service [TAM4Profile] account has been created for you:

Owner Name: Pete Chez
Account ID: chezp
Password: WylKb
Time of service provision: Sep 16, 2008 11:21:05 EDT

© 1999-2003 IBM. All RIGHTS RESERVED.
TIVOLI IDENTITY MANAGER
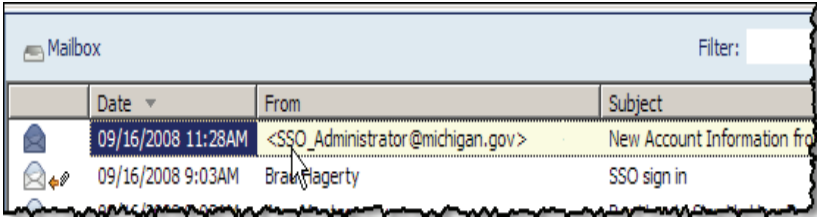
© 1999-2003 IBM. ALL RIGHTS RESERVED.
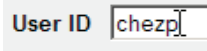
To improve the accuracy of password entry, you can copy the password from the e-mail. Clicking the log-in link in the upper right corner of the e-mail message will take you to the SSO log in page. Enter your user ID and then type or "paste" your password and click the login button.

The table below provides more detailed instructions.

STEPS
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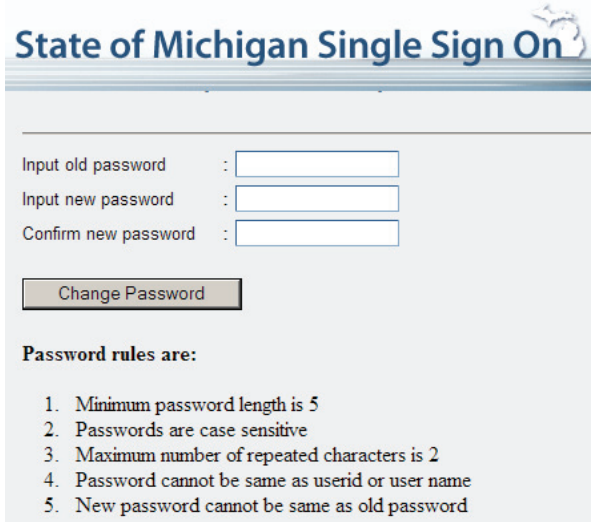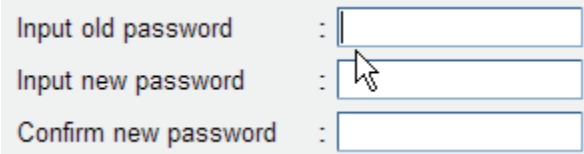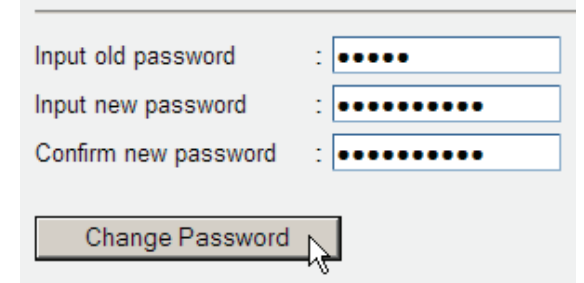
	Logging In	
Step	**Action**	**Illustration**
1	Open the email notification you received after registering with SSO. It will come from a sender identified as the "SSO Administrator" and will bear a title mentioning "New Account Information."	
2	Find your User ID and temporary Password in the e-mail.	
3	Click on the Login link in the upper right corner of the e-mail.	
4	The SSO Login page opens	

Logging In		
Step	**Action**	**Illustration**
5	Click in the User ID box and type the user ID given in the e-mail.	
6	Click in the Password box and type the password you received in the e-mail.	
7	Click the Login button.	
8	Proceed to the next topic to change your temporary password.	

Changing Your Temporary Password

The initial SSO notification e-mail provides a temporary password that can only be used once. When logging in for the first time, you will be taken immediately to the Change Password page.

STEPS
1
2
3

	Changing Your Temporary SSO Password	
Step	**Action**	**Illustration**
1	After your first log-in, SSO will automatically open to the Change Password page.	**State of Michigan Single Sign On** Input old password : Input new password : Confirm new password : Change Password **Password rules are:** 1. Minimum password length is 5 2. Passwords are case sensitive 3. Maximum number of repeated characters is 2 4. Password cannot be same as userid or user name 5. New password cannot be same as old password
2	Type the "old" password (from the e-mail) into the "Input old password" box.	Input old password : Input new password : Confirm new password :
3	Type your *new* password into the next two boxes (Input and Confirm) and then click **Change Password**. Change Password	Input old password : ••••• Input new password : •••••••••• Confirm new password : •••••••••• Change Password See the note below regarding password rules.

NOTE

Be sure to follow the Password Rules listed at the bottom of the page. . .

Password rules are:

1. Minimum password length is 5
2. Passwords are case sensitive
3. Maximum number of repeated characters is 2
4. Password cannot be same as userid or user name
5. New password cannot be same as old password

. . . Otherwise, you will get an error message and will have to start again with a different word.

State of Michigan Single Sign On

Error: HPDIA0300W Password rejected due to policy violation.

Input old password : [_____]

Input new password : [_____]

Answering Challenge Questions

After updating your password, you will also need to answer the security "Challenge Questions." These questions provide a means for the system to "challenge" your identity when you request a password reset.

Later, if you forget your password, you can click on the "I Forgot my Password" link on the Login page. After you supply several of the challenge question responses you gave previously, the system will e-mail you a new temporary password..

To protect the answers you provide, all characters are immediately converted to dots as you type. Because you can't see what you type, you must confirm each answer. If "Answers" and "Confirm Answers" match you will get a message that the answers have been updated.

REMINDER
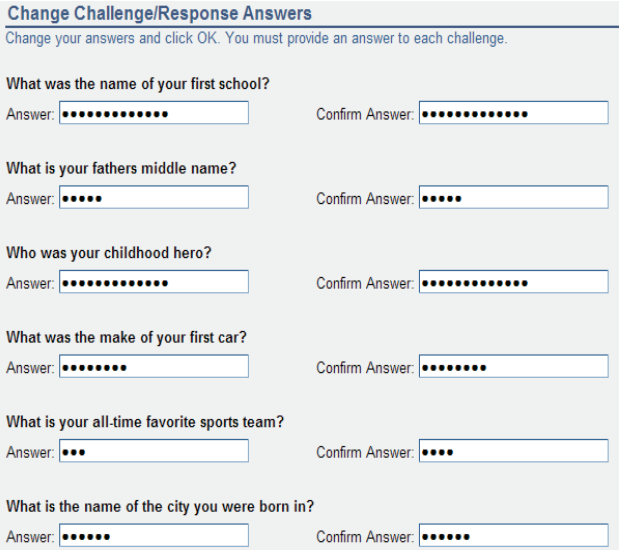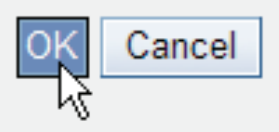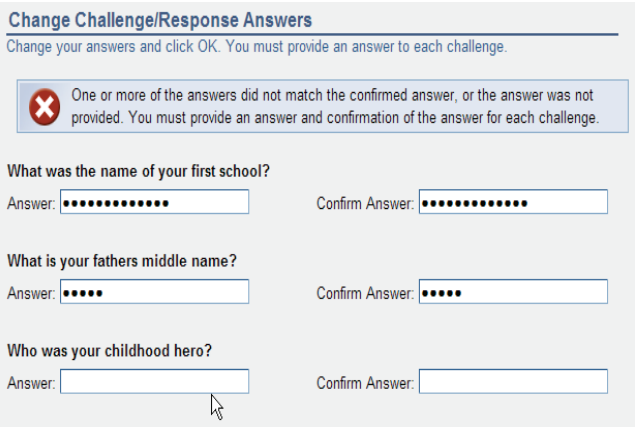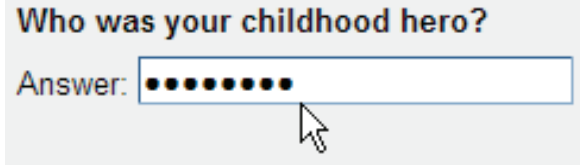
- You must complete all of the challenge / response questions.
- Use answers that are easy to type and remember.
- The answers will be helpful if you forget your password.
- The system will reset your forgotten password after identifying you by your answers.

STEPS
1
2
3

Answering / Updating Challenge Questions		
Step	**Action**	**Illustration**
1	When you have finished changing your password for the first time, SSO will automatically open the Change Challenge / Response Answers screen.	
2	Click in each Answer box and type your *true and/or memorable* response to the question.	
3	Then click or tab to the right and type the same answer in the Confirm Answer box.	

Answering / Updating Challenge Questions		
Step	**Action**	**Illustration**
4	Continue until each question has been answered and confirmed. All questions must be answered.	
5	When all boxes have been completed, click the OK button at the bottom of the screen.	
6	If any boxes are empty, or if any Answer box does not match the Confirm box, you will see an error message at the top of the screen.	 In this picture, a large white "X" in a red circle indicates the error caused by an empty response.

Answering / Updating Challenge Questions		
Step	**Action**	**Illustration**
7	In that case, just fill in the needed boxes again, and then click OK for a second time.	Who was your childhood hero? Answer: ••••••••
8	Continue this process until all answers match and you are informed that the challenge / response answers have been updated.	State of Michigan Single Sign On. User ID: walworthn. Change Challenge/Response Answers. Your challenge/response answers have been updated. OK
9	Then click OK once more, this time beneath message.	Change Challenge/Response Answers. Your challenge/response answers have been updated. OK
10	You will be returned to the Account Maintenance screen.	State of Michigan Single Sign On. User ID: walworthn. Account Maintenance. • Change My Personal Information • Change My Password • Change My Challenge/Response Answers. Done

Answering / Updating Challenge Questions		
Step	**Action**	**Illustration**
11	Click Done at the bottom of the screen.	**Account Maintenance** • Change My Personal Information • Change My Password • Change My Challenge/Response Answers
12	You may proceed to section 3 Subscribing to Applications, or you can click Sign Out and return to subscribe at a later time.	Sign Out

3. Subscribing to Applications

Overview

When you click the Done button in the Account Maintenance screen (for example, after updating Challenge/Response Answers as above) you will be taken to the Application Portal screen.

Or, if you have logged off, the *Application Portal* screen will be the first page you see after logging back into SSO.
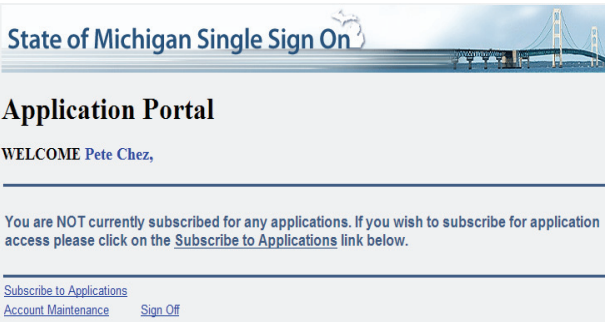
From this screen you can click the **Subscribe to Applications** link and select the applications to which you need to request access. SSO will then automatically e-mail the administrator of the application(s) you choose. You will also receive an auto-generated e-mail letting you know that the link to the requested application has been activated in SSO.
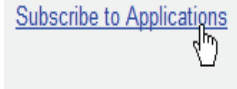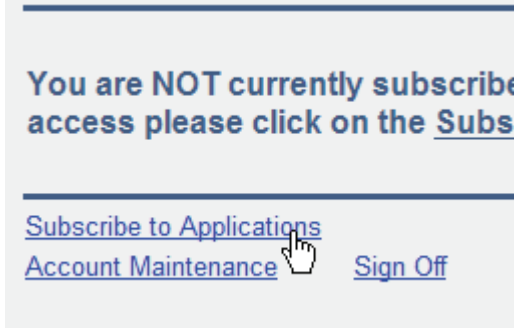
The administrator of each application will determine your eligibility, assign a user role, and grant the appropriate permissions for your work *in that program*. You will then receive another e-mail when the needed set-up is complete and you can begin using the application.
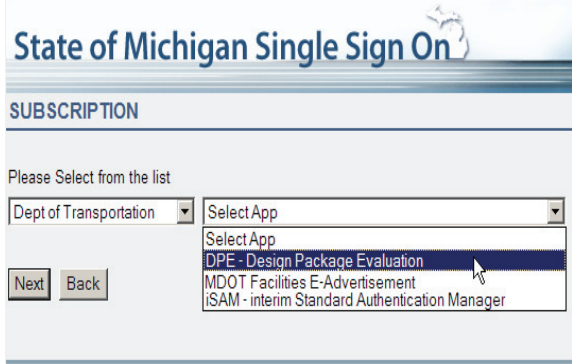
Subscribing to Applications
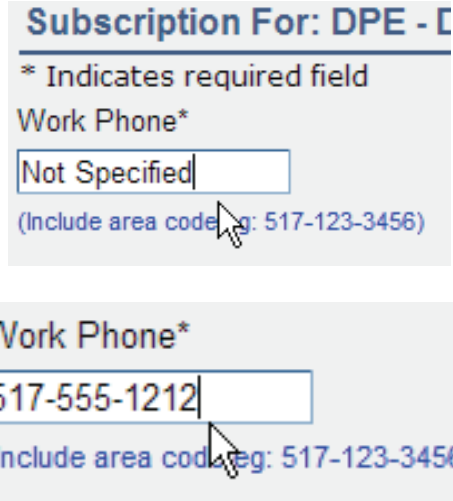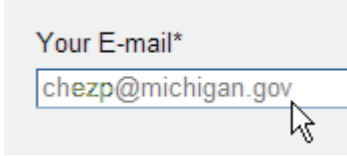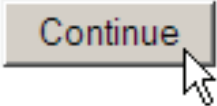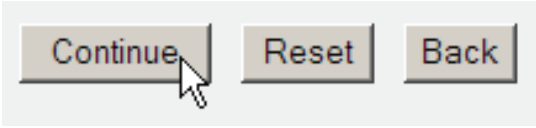
The table below explains how to submit a subscription request for an application you need.
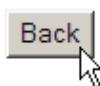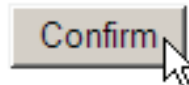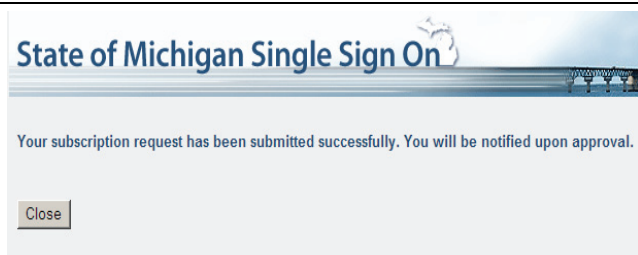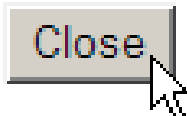
STEPS
1
2
3

Subscribing to Applications		
Step	**Action**	**Illustration**
1	Go to the SSO Application Portal screen (either by clicking Done after performing actions on the Account Maintenance screen OR by signing out and logging back in to SSO).*	**State of Michigan Single Sign On** **Application Portal** WELCOME Pete Chez, You are NOT currently subscribed for any applications. If you wish to subscribe for application access please click on the Subscribe to Applications link below. Subscribe to Applications Account Maintenance Sign Off *Log-in details are described in the *Logging In* topic in the section "3. Subscribing to Applications."

Subscribing to Applications		
Step	**Action**	**Illustration**
2	Click on the Subscribe to Applications link.	
3	The application Subscription page opens.	
4	Click the leftmost dropdown list to select your agency. This narrows down the list of applications that will be shown in the rightmost dropdown, making it easier for you to find the one you are looking for.	

Subscribing to Applications		
Step	**Action**	**Illustration**
5	Select the desired application from the right hand dropdown list.	
6	Click **Next**.	
7	The subscription screen for the specific application opens.	

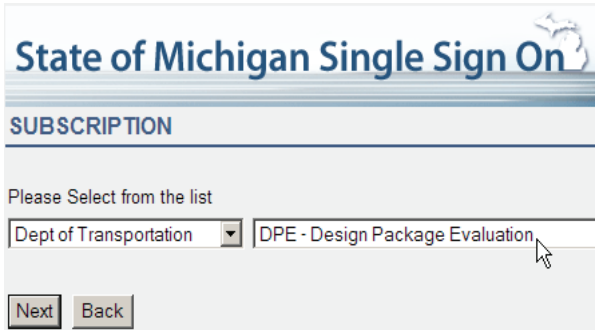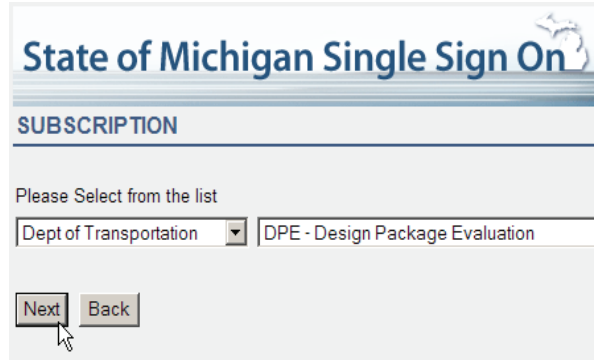| Subscribing to Applications		
Step	**Action**	**Illustration**
8	Complete at least all required fields (marked with an asterisk [*]). Be sure to follow any instructions listed near the field you are completing. Imitate any format examples that are given.	**Subscription For: DPE - [** * Indicates required field Work Phone* [Not Specified] (Include area code g: 517-123-3456) Work Phone* [517-555-1212] (Include area code eg: 517-123-3456)
9	Your e-mail will already be completed by the system, according to the address you gave when you registered for SSO.	Your E-mail* [chezp@michigan.gov] Note that your e-mail address is shown "grayed out" (inactive), because it can not be changed from this screen.
10	Click **Continue** at the bottom of the screen. [Continue] **OR** you can click Back or Reset, if changes need to be made.	[Continue] [Reset] [Back]

Subscribing to Applications		
Step	**Action**	**Illustration**
11	A confirmation screen is shown to allow you to check all your information. This provides one last chance to go back and make any needed corrections before submitting your request.	
12	If anything needs to be changed, click **Back**. If everything appears correct, click **Confirm**.	
13	A confirmation message lets you know that your subscription request was successfully submitted.	
14	Click **Close** in the lower left corner.	

Subscription Request Approval

There are actually two parts of the approval process when you request access (i.e. "subscribe") to an application. The first is that SSO adds a link that will always appear in your application list whenever you log in to SSO. That gets you "to" the application. This part of the process is performed automatically when you make a subscription request in SSO.
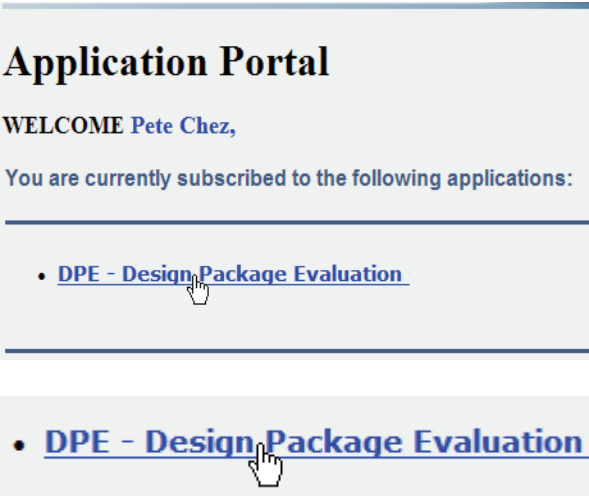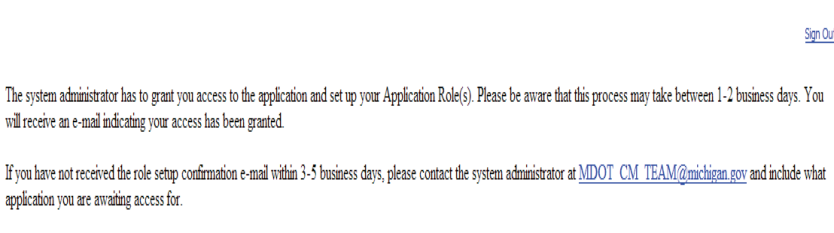
The second part of the approval process requires that the application itself is set up with information about what your role is—such as user, manager, administrator, etc. Along with your role, some applications may require additional details about the particular permissions you will need in order to do your job—such as your county—so you can be given access to the specific data you should see.
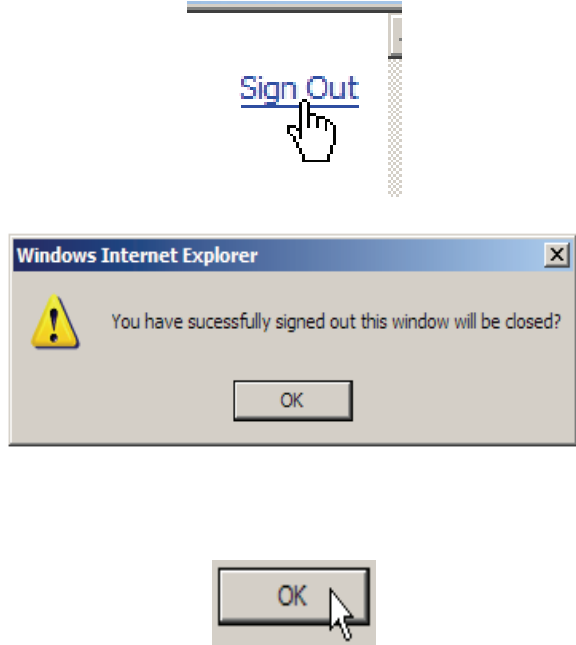
This part of the process may be automated for some applications. Others may require additional input from you within the application, and/or action by the human application administrator.

In general, the following steps are typical.

STEPS

Subscription Request Approval		
Step	**Action**	**Illustration**
1	A short while after you subscribe to an application (as described above), an auto-generated e-mail will notify you about the addition of the requested application to your SSO access list.	**Subject:** Your request for access to MDOT DPE Q/A **** This IS AN AUTO-GENERATED EMAIL. PLEASE DO NOT REPLY DIRECTLY TO IT. **** Your request for access to the MDOT DPE Q/A application has been approved. The application link will be available the next time you log into your SSO account.

Subscription Request Approval		
Step	**Action**	**Illustration**
2	The next time you log in to SSO, you will see the link to the new application in your list on the Application Portal screen.	**State of Michigan Single Sign On** **Application Portal** WELCOME Pete Chez, You are currently subscribed to the following applications: • DPE - Design Package Evaluation Subscribe to Applications Add new Roles to Existing Subscription Account Maintenance Sign Off
3	You can click the link to enter the listed application.	**Application Portal** WELCOME Pete Chez, You are currently subscribed to the following applications: • DPE - Design Package Evaluation • **DPE - Design Package Evaluation**
4	However, until the administrator assigns your role and associated permissions, you will see a message letting you know that You will need to wait a day or two. Sign Out The system administrator has to grant you access to the application and set up your Application Role(s). Please be aware that this process may take between 1-2 business days. You will receive an e-mail indicating your access has been granted. If you have not received the role setup confirmation e-mail within 3-5 business days, please contact the system administrator at MDOT_CM_TEAM@michigan.gov and include what application you are awaiting access for.	
5	A similar message will be sent to you via e-mail.	

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<tr><td colspan="3" align="center">Subscription Request Approval</td></tr>
<tr><td>Step</td><td>Action</td><td>Illustration</td></tr>
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Step	Action	Illustration
		Subject: DPE new account request The system administrator has to grant you access to the application and set up your Application Role(s). Please be aware that this process may take between 1-2 business days. You will receive an e-mail indicating your access has been granted. If you have not received the role setup confirmation e-mail within 3-5 business days, please contact the system administrator at MDOT_CM_TEAM@michigan.gov and include what application you are awaiting access for.
6	Later, when the administrator has had a chance to perform the needed set-up, you will receive another e-mail letting you know that you can begin using the application.	Sign Out **Windows Internet Explorer** You have sucessfully signed out this window will be closed? OK OK For now you can just click the **Sign Out** link in the upper right corner of the screen. Then click OK when asked if the window can be closed.

SSO Account Maintenance

Overview

You can change some of your account information at any time. Some personal information can be changed, such as phone number. Your password can be changed as well as the answers to the challenge/response questions.

To change information, you will access the Account Maintenance screen and select the link for the information you wish to edit.

The next four topics provide more detailed instructions.

Updating SSO Account Info.

The link to Account maintenance is found at the lower left corner of the Application Portal screen you see when you first log in to SSO.

Instructions and illustrations are given below.

STEPS
1
2
3

SSO Account Maintenance		
Step	**Action**	**Illustration**
1	Log in to SSO as described in the *Logging In* topic in the section "3. Subscribing to Applications." Click the Account Maintenance Link Account Maintenance	**Application Portal** **WELCOME Pete Chez,** **You are currently subscribed to the following applications:** • **DPE - Design Package Evaluation - Q/A** Subscribe to Applications Add new Roles to Existing Subscription Account Maintenance Sign Off
3	The Account Maintenance screen opens.	**State of Michigan Single Sign On** User ID: chezp **Account Maintenance** • Change My Personal Information • Change My Password • Change My Challenge/Response Answers Done

SSO Account Maintenance		
Step	**Action**	**Illustration**
4	The three links displayed at the bottom of the screen correspond to the account information you can change.	• Change My Personal Information • Change My Password • Change My Challenge/Response Answers
5	Click the desired link and follow the appropriate instructions above (in Sections 1 and 2) as when you registered and configured your account the first time.	